



Reference & Online Services Meeting

Wednesday, December 1, 2021

11:35am-12:30pm – zoom meeting

[Recording](#)

Ask a Librarian Delaware Stats & Such

- ❖ [Monthly statistics](#) – **November 2021 – 268** tickets (319 tickets from the same time period last year; 172 tickets same time in 2019).
 - Dedicated AaLDE phone line/voicemail messages – 16
 - Text messages – 37

Keeping in the spirit of Thanksgiving and wanting to stay in *Thanks-“living”* – I want to extend my gratitude for all of your assistance with Ask a Librarian Delaware and give a:

- ❖ **SHOUTOUT & Special THANK YOU** to **Sandy Meyers** at Frankford Public Library & **Jean Wakefield** at Wilmington Library for their team work on assisting a person all the way from Belgium who was researching a Wilmington, Delaware musician!
- ❖ [Quality of Services/AaLDE feedback from patrons](#) – Thank you for all of your excellent customer service this past month!!!! We received **100% excellent ratings** from the patrons who have participated in the follow-up survey!
 - **SHOUTOUT & Special THANK YOUs to:**
 - **Lisa Frank at Brandywine Hundred Library** the patron she assisted wrote in their survey:

“I was quite stunned with how quickly the library (specifically, the Acquisitions Committee) made a decision. And, I commend Lisa Frank for bringing my request to the Committee, as well as the speed with which she responded to my request. I’m fortunate to have a public library system that is so responsive, has such vast holdings, and has been willing to get (either through purchase or borrowing through ILL) items that I requested. Thanks very much for all you do.”

- **Mollie Gilmore at Brandywine Hundred Library** - the patron she assisted wrote in their survey:
 "The promptness of following through with the book request was highly impressive. The Ask a Librarian (Mollie) was one of the easiest, convenient bureaucratic procedures I've come across. Ever."
- **Michelle Feigin at DHSS Library responding to an inquiry in the main AaLDE queue** - the patron she assisted wrote in their survey:
 "Many thanks to Michelle Feigin who recommended some fantastic resources for my project. I really appreciate their expertise and knowledge of the available resources. The items suggest were perfect for my needs."

❖ Monthly Reports are uploaded to the [Ask a Librarian Delaware Staff Support Site](#)

Dolly Parton Imagination Library Process

❖ Presented by Sheri Brown, DDL:

- Since launching the statewide DPIL program, we've been working to continually improve, including access for parents with inquiries. We recently streamlined our parent/public inquiry process to include using Ask a Librarian Delaware (AaLDE).
- To date, there are 18,646 children in Delaware registered for the program!
- Links for registration and information are on the Delaware Libraries website homepage under the Programs tab > [Dolly Parton Imagination Library](#), which also includes a link to the [DPIL LibGuide](#) (scroll down the page).
- [FAQs](#) are on the DPIL LibGuide (& also on the Ask a Librarian Delaware [patron portal page](#)).
- Contact information on the DPIL website has been updated to the AaLDE email address and voicemail messaging phone number.
- All DPIL inquiries should now go through AaLDE. I will be primary responder, with Anne Hiller Clark as my back-up. Please assign these tickets to Sheri and feel free to copy Anne on the ticket as well.

Business Reference

- ❖ Janet has been busy networking with various business organizations and has heard of interest to work with libraries. Some organizations, such as SCORE, already use the library as a meeting place with clients. "Launcher", an organization in Wilmington that helps people launch their business, are interested in teaching classes in libraries sometime in the future.

- ❖ Training for library staff on the Data Axle Reference Solutions database platform is coming up on January 18th and 20th. These two sessions will be the same. Look for more information in the coming weeks on how to register for this training.
- ❖ Please email Janet (janet.wurtzel@lib.de.us) for more information or if you have any questions.

DLC Team Updates

- ❖ Rose discussed removing the quarantine info from courtesy and 1st overdue email notices
- ❖ Adjusted "libraries temporarily closed" text in Enterprise and Mobile app to ask patrons to call ahead since library hours can vary.
- ❖ Blocked JUVENILE-profile holds for hotspot and Chromebooks. Will add other profiles if needed.
- ❖ The Public Library Steering committee approved changing the circulation rule for "watch" items (DVDs, Blu-Rays, etc.) from 1-week checkout to a 3-week checkout and borrowing limits increased from 10 to 25 items, effective today.
- ❖ Michelle discussed the Library of Things cataloging standards working document.
- ❖ [CloudSource Open Access](#) is LIVE! Fact sheet was sent out and is available to print from this [DLC tab](#) on the Project Planning LibGuide.

EveryLibrary Training Sessions

- Check out the 2nd tutorial of the six-part series of pre-recorded training sessions that began on November 1st by logging into [Delaware Libraries Staff Academy](#) (Niche Academy platform).
- EveryLibrary will hold live coaching sessions on the 2nd Wednesday of the month to review that month's training topic (and to answer any other questions that may come up) – next one is Wednesday, December 8th. [Please register through LibCal](#).

Miscellaneous Updates/Reminders

Northstar Digital Literacy – Updated Landing Page

- ❖ Staff training tutorials (recordings of the training sessions) are uploaded to [the Delaware Libraries Staff Academy](#) (Niche Academy platform).
More information is available at <https://www.digitalliteracyassessment.org/manual#adman>

For updates on Northstar (and other DDL projects), check out the [FY22 Project Planning Guide – Programs > Reference](#)

And this guide - [Digital Literacy - Professional Development for Delaware Library Staff - LibGuides at Delaware Division of Libraries](#)

Additional topics discussed during meeting:

- ❖ There has been a temporary pause/delay in acquisitions from OverDrive, as Bob Wetherall has been out of the office for the past few weeks. Ordering will resume as soon as possible as we have a team working with our OverDrive account manager in the next few days.
- ❖ The Libby app from OverDrive will replace the old OverDrive app starting in February 2022 and any issues with Apple products have been resolved. Patrons who already have and use the OverDrive app will still be able to do so (but support will be limited/unavailable).
- ❖ DLA is planning on having the annual conference in person this year at the venue in Maryland (subject to change depending on the pandemic).
- ❖ A reminder that the [DLA Community Engagement Grant](#) is still open until December 30th.

*Next meeting – Wednesday, January 5th, 11:30am-1:30pm

Please register through LibCal to receive the meeting link and reminder email: [Reference/Online Services Meeting - LibCal - Delaware Libraries](#)

More (Not Mentioned in the Meeting) Incessant Reminders

- ❖ Please [email me](#) any topics you'd like presented at a future Reference meeting.
- ❖ Please feel free to use the [Reference listserv distribution email](#) to reach out to your colleagues, share information, or ask for assistance with an AaLDE ticket or other reference/research question.
- ❖ **Unite Delaware** – form on [Ask a Librarian Delaware patron portal page](#) for patron self-referral.
 - please [email me](#) if you'd like to sign up to participate or need more information.
 - Flyer on [Consortium Site](#) – please share on your websites, social media, community boards, etc.
- ❖ **Other Helpful Resources and/or LibGuides:**
 - helpdesk@lib.de.us
 - <https://consortium.lib.de.us/> - The DLC Consortium is your “one-stop shop” for information and marketing materials for the available resources and services Delaware Libraries offers. Password protected.

- [COVID-19 LibGuide](#) for staff
- [Interlibrary Loan informational resource page](#) on Delaware Libraries website
 - Direct link address - <https://delawarelibraries.org/interlibraryloan>
- ❖ [Delaware Libraries website](#) – **Services tab** – patrons can make an [appointment to schedule](#) a 30-minute phone consultation for either job seeking or social services/basic needs assistance. Alta and team are taking appointments 10am-8pm.

Reference Training/Professional Development

- ❖ There are many training resources available on the [Professional Development LibGuide specifically for Reference staff](#). Please review them on a regular basis.
- ❖ For specific Ask a Librarian training, visit the [Ask a Librarian Delaware Support Site page](#) or [email me](#) to set up 1:1 training.
- ❖ Please remember to email profdev@lib.de.us with any training questions or issues. Katie will respond as quickly as possible.
- ❖ Don't forget to log your training on the Professional Development Achievement Tracker form: <https://www.surveymonkey.com/r/ProfDevTracker>

Professional Development Reference Team Recruitment

- ❖ We have a small team dedicated to updating and creating training tutorials and videos for staff and patrons, as well as helpful handouts. If you are interested in joining our team, please [email me](#).
- ❖ We'd love to have your creativity and expertise!
- ❖ There are also many other Professional Development Teams; please see this [LibGuide](#) for more information and/or email profdev@lib.de.us or events@lib.de.us.

Finally!

Please feel free to [email me](#) anytime you have any questions or concerns and I'll get back to you as soon as possible! Have a wonderful month! Thank you!

